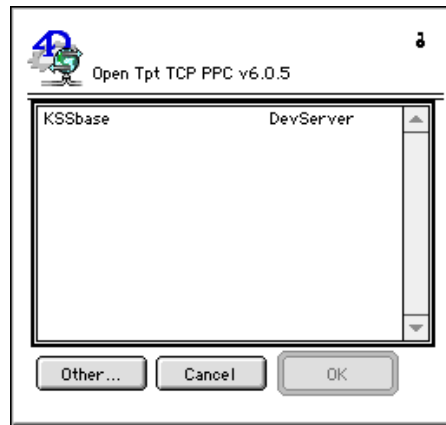


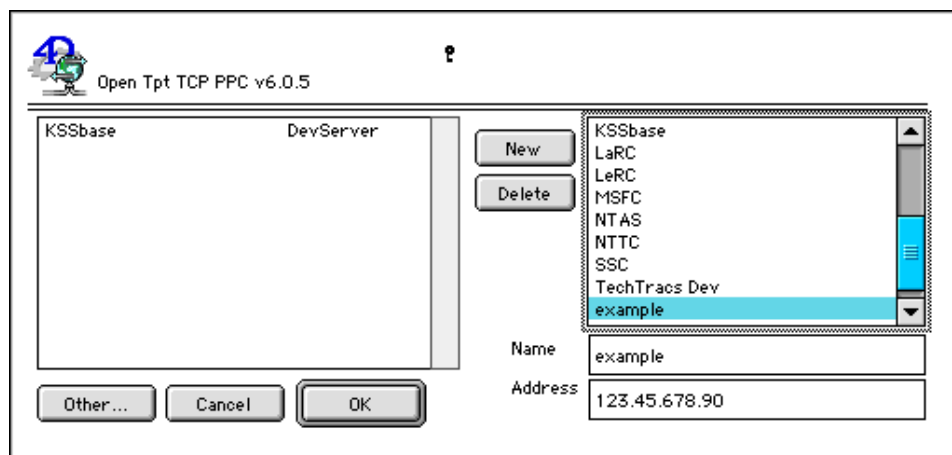
## NASA TechTracS Does Not Appear in the TCP/IP Connection Box



There are several possible reasons why NASA TechTracS does not appear in the TCP/IP Connection Box:

- 1) The server is not running. Check the server machine. If the server is down, contact the Database Administrator or call NASA TechTracS Technical Support for assistance.
- 2) The computer running 4D Client is not on the same subnet as the 4D Server machine. 4D Server publishes its name only on the local subnet. For example, if NASA TechTracS server is in another building, it is likely that the Client and Server machines are on different subnets.

If this is the case, the IP address of the server can be used. Click the key in the upper right corner to open the extended window. Type the IP address and the name of the server, then click the **New** button. The name will appear in the list on the right. Double click the name of the server to connect to NASA TechTracS.



- 3) If there are still problems connecting to NASA TechTracS, there are possible network problems. Please call NASA TechTracS Support for further assistance.